GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA

UNSTARRED QUESTION NO:19
ANSWERED ON:18.07.2016
Time Limit for Transfer of LPG Subsidy
Chudasama Shri Rajeshbhai Naranbhai

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) the details of mechanism/ guidelines prescribed in the Direct Benefit Transfer Scheme (DBTL) /PAHAL for LPG consumer including minimum and maximum time fixed by the Government/Oil Marketing companies to transfer domestic LPG subsidy to the account of LPG consumers;
(b) whether the Government has taken note of enormous delay in depositing subsidy in the account of LPG consumers;
(c) if so, the details thereof and the reasons therefor and remedial measures taken to address the said problem and the extent of success achieved therefrom during the last three years and the current year; and
(d) the details of complaints received by the Government during the above period and the steps taken/being taken by the Government to bring down the complaints of the consumers, State/OMC-wise?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI DHARMENDRA PRADHAN)
(a) Under DBTL/ PAHAL, subsidy to the registered consumer is transferred electronically within 48 hours of purchase of refill at non-subsidised price into the registered bank account.
(b) to (d) From inception of the scheme, out of 169.14 crore transactions, 166.44 crore transactions are successful in transferring cash to the bank account of the LPG consumers. The primary reasons for the failures or delays are due to involvement of several stake holders, like LPG distributors, National Payments Corporation of India(NPCI) & Banks in the subsidy transfer process and mismatch of the bank account mapped with Aadhaar and the LPG Consumer ID, incorrect Bank Account number submitted by the consumer etc.
As and when such grievances are received, remedial measures are taken in the form of updating correct information in consultation with the concerned stakeholder.
State/UT/OMCs-wise details of complaints received and resolved under PAHAL since launch of modified scheme (from 15.11.2014 to 01.07.2016) is at Annexure.